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03/13/00
jc6781 U.S. PTO

jc675 U.S. PTO
09/523935
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Date: March 10, 2000
Re: Inventor(s): John Crook
Title: METHOD OF PROCESSING AN INBOUND
CALL IN A CALL CENTER
Atty. Docket No.: 024/1

Box NEW APP. FEE
Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) A self-addressed, stamped return postcard; and
- 2) 2 sheets of informal drawings of Figs. 1-2.

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.

Jeffrey L. Kaplan
Jeffrey L. Kaplan
Reg. No. 34,356

JIK/pa
Enclosures

CERTIFICATE OF MAILING

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